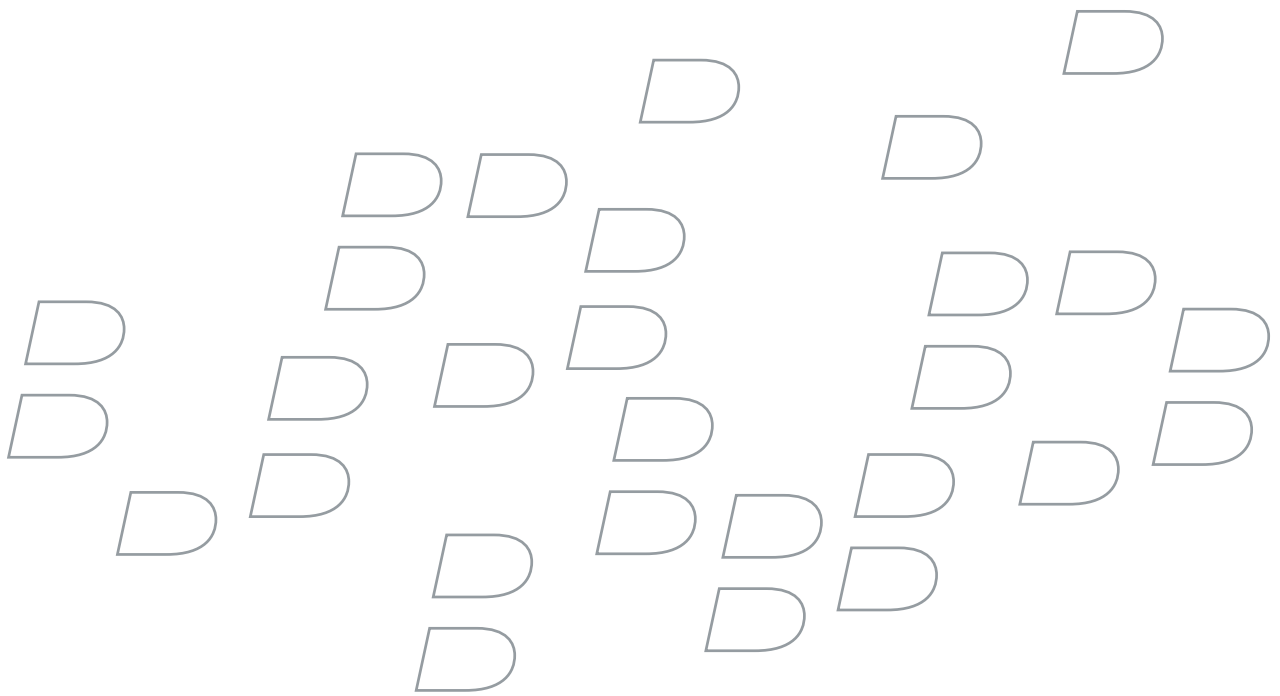




BlackBerry Professional Software for Microsoft Exchange

Version 4.1 SP4B

Release Notes

Note

This document is provided for informational purposes only, and does not constitute a binding legal document unless specifically incorporated by reference into a binding legal agreement between you and Research In Motion (RIM). In the event that you enter into a binding legal agreement with RIM, all provisions contained in such binding legal agreement shall apply, regardless of whether such provisions conflict with information contained herein.

©2009 Research In Motion Limited. All rights reserved. BlackBerry®, RIM®, Research In Motion®, SureType® and related trademarks, names, and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world.

Adobe, Acrobat, and Reader are trademarks of Adobe Systems Incorporated. Tomcat is a trademark of the Apache Software Foundation. Microsoft, Active Directory, Outlook, SQL Server, and Windows are trademarks of Microsoft Corporation. All other trademarks are the property of their respective owners.

The BlackBerry smartphone and other devices and/or associated software are protected by copyright, international treaties, and various patents, including one or more of the following U.S. patents: 6,278,442; 6,271,605; 6,219,694; 6,075,470; 6,073,318; D445,428; D433,460; D416,256. Other patents are registered or pending in the U.S. and in various countries around the world. Visit www.rim.com/patents for a list of RIM (as hereinafter defined) patents.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available at www.blackberry.com/go/docs is provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by Research In Motion Limited and its affiliated companies ("RIM") and RIM assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect RIM proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of RIM technology in generalized terms. RIM reserves the right to periodically change information that is contained in this documentation; however, RIM makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party web sites (collectively the "Third Party Products and Services"). RIM does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by RIM of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABLE QUALITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL RIM BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH RIM PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF RIM PRODUCTS OR SERVICES OR ANY PORTION THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES WERE FORESEEN OR UNFORESEEN, AND EVEN IF RIM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, RIM SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO RIM AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS,

AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED RIM DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF RIM OR ANY AFFILIATES OF RIM HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Some airtime service providers might not offer Internet browsing functionality with a subscription to the BlackBerry® Internet Service. Check with your service provider for availability, roaming arrangements, service plans and features. Installation or use of Third Party Products and Services with RIM's products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with RIM's products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by RIM and RIM assumes no liability whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with RIM.

Certain features outlined in this documentation require a minimum version of BlackBerry® Enterprise Server, BlackBerry® Desktop Software, and/or BlackBerry® Device Software.

The terms of use of any RIM product or service are set out in a separate license or other agreement with RIM applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY RIM FOR PORTIONS OF ANY RIM PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

Certain features outlined in this documentation might require additional development or Third Party Products and Services for access to corporate applications.

This product contains a modified version of HTML Tidy. Copyright © 1998-2003 World Wide Web Consortium (Massachusetts Institute of Technology, European Research Consortium for Informatics and Mathematics, Keio University). All Rights Reserved.

This product includes software developed by the Apache Software Foundation (<http://www.apache.org/>) and/or licensed pursuant to Apache License, Version 2.0 (<http://www.apache.org/licenses/>). For more information, see the NOTICE.txt file included with the software. Unless required by applicable law or agreed to in writing, software distributed under the License is distributed on an "AS IS" BASIS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, either express or implied. See the License for the specific language governing permissions and limitations under the License.

Document ID: 21064477 Version 4

Last modified: 12 January 2009

Related resources

Guide	Information
<i>BlackBerry Professional Software Getting Started Guide</i>	• system requirements • installation instructions • system architecture
<i>BlackBerry Professional Software Administration Guide</i>	• system setup and management • BlackBerry® device implementation instructions
<i>BlackBerry Professional Software Migration Guide</i>	• system requirements • instructions for migrating to the BlackBerry® Professional Software from BlackBerry® Enterprise Server—Small Business Edition version 4.0 or later
<i>BlackBerry Professional Software Upgrade Guide</i>	• system requirements • instructions for upgrading to the BlackBerry Enterprise Server version 4.1 SP5 or later from the BlackBerry Professional Software
<i>Policy Reference Guide</i>	• security configuration information

Visit www.blackberry.com/go/serverdocs for product documentation. To view the guides, you must have Adobe® Acrobat® Reader® 3.0 or later installed on your computer.

Product information

The BlackBerry® Professional Software is designed for organizations with up to 30 BlackBerry device users who collaborate using the organization's messaging server. From their BlackBerry devices, users can send and receive email messages, manage calendar and address book contacts, and organize their workloads using tasks and memos. Users can also browse the Internet or work with applications that are available for their BlackBerry devices.

The BlackBerry Professional Software has been designed to streamline administration, with a simplified BlackBerry Manager to help you set up and manage user accounts and administer the BlackBerry Professional Software. The design is intended to make it easier for administrators in small organizations to manage the BlackBerry Professional Software in addition to their main responsibilities.

You can install the BlackBerry Professional Software on your messaging server or on a separate server. Installing the BlackBerry Professional Software and adding your first user account usually takes less than two hours.

If the number of BlackBerry device users in your organization increases, or if you find that users need access to more data or to a broader range of applications, you can upgrade from the BlackBerry Professional Software to the BlackBerry® Enterprise Server version 4.1 SP5 or later.

BlackBerry Professional Software version 4.1 SP4B provides all the features of version 4.1SP4A but adds a Brazilian Portuguese language package. If you do not require this language capability, you do not need to install version 4.1.4B.

Install BlackBerry Professional Software version 4.1 SP4B

If this is the initial installation of the BlackBerry Professional Software, see the *BlackBerry Professional Software Getting Started Guide* for system requirements and installation instructions.

Upgrade from BlackBerry Professional Software version 4.1 SP4A to version 4.1 SP4B

The setup application requires access to the installation media that you used to install the BlackBerry Professional Software. Depending on how the software was installed, this might be a product CD or a network location.

1. Log on to the server that hosts the BlackBerry Professional Software.
2. Perform one of the following actions:
 - Browse to the location of the files for the setup application.
 - Download the service pack for the BlackBerry Professional Software. Double-click the .zip file, and extract the files to the local drive of your server.

3. Double-click **setup.exe**.
4. Complete the BlackBerry Professional Software license agreement. Click **Next**.
5. Complete the Apache Tomcat™ license agreement. Click **Next**.
6. Complete the configuration screens.
7. Click **Finish**.

Verify the installation

1. On the taskbar, click **Start > Settings > Control Panel**.
2. Click **Add/Remove Programs**.
3. In the list of programs, click **BlackBerry Enterprise Server**.
4. Click **Support Information**.
5. Verify that the version number is 4.1.4 (Bundle 183).

Convert from an evaluation version to a full version of the BlackBerry Professional Software

If you have an evaluation version of the BlackBerry Professional Software, the evaluation client access license (CAL) key, Server Routing Protocol (SRP) identifier, and SRP authentication key expire after a period of time.

To convert from an evaluation version to a full version of the BlackBerry Professional Software, you must purchase a full CAL key, new SRP identifier, and new SRP authentication key from a wireless service provider, value-added reseller, or Research In Motion.

Add the full CAL key

1. In the BlackBerry Manager, click the **Home** tab.
2. In the **Account** section, click **License Management**.
3. Type the CAL information for the new license key.
4. Click **Add License**.
5. Click **Close**.

Change the SRP identifier and SRP authentication key

1. In the BlackBerry Manager, click the **Home** tab.
2. Click **Edit Server Properties**.
3. In the left pane, click **General**.
4. In the **SRP** section, type the new **SRP identifier** and **SRP authentication key**.
5. Click **Apply**, and then click **OK**.

Note: If the BlackBerry smartphones in your organization are running BlackBerry® Device Software version 4.0 or earlier, you must connect the smartphone to a computer to complete the update.

Fixed issues

Key issues

SDR 189456	Previously, a security vulnerability existed in the PDF distiller of some released versions of the BlackBerry Attachment Service. This vulnerability could have enabled a malicious individual to send an email message containing a specially crafted .pdf file, which, when opened for viewing on a BlackBerry smartphone, could have caused memory corruption and could have possibly led to arbitrary code execution on the computer that the BlackBerry Attachment Service runs on. This issue has been resolved by an interim security software update. For more information, visit www.blackberry.com/support to read article KB15766.
------------	---

BlackBerry Messaging Agent

SDR 128830	Previously, if you installed the BlackBerry Professional Software in a Microsoft® Exchange 2007 environment, the installation process did not complete successfully if the Microsoft Exchange server did not include public folders. In BlackBerry Professional Software Version 4.1 SP4B, this issue is resolved when you create the public folder database. For more information, read article 555851 from www.microsoft.com/support and read articles 123694 and 124270 from technet.microsoft.com.
------------	--

Known issues

Key issues

SDR 161104	When LDAP search is enabled, the BlackBerry Professional Software searches all Microsoft® Active Directory® partitions, even after it locates a user's mailbox. This might put additional load on your Microsoft Exchange server.
SDR 161090	When LDAP search is enabled, the BlackBerry Professional Software searches defaultNamingContext twice when it starts. This might put additional load on your Microsoft Exchange server.
SDR 157995	The BlackBerry Professional Software components, including the BlackBerry Messaging Agent, the BlackBerry Dispatcher, the BlackBerry Router, the BlackBerry Synchronization Service, and the BlackBerry Policy Service, might stop responding because of a logging error that occurs after the Microsoft® Windows® Daylight Saving Time (DST) patch is applied to the server that hosts the BlackBerry Professional Software.

BlackBerry Attachment Service

SDR 203140, SDR 138248	The BlackBerry Attachment Service might stop responding while attempting to convert a badly formed file attachment that is compressed in .zip format.
SDR 139035	In certain circumstances, a text file that is larger than 4 KB does not display on the BlackBerry device, and the user receives a "Document is empty" message.

BlackBerry Configuration Database

SDR 158538	If you view the information for the BlackBerry Configuration Database using the database management console, no information is available for the MDSdailyStat, MDShourlyStat, and MDSmonthlyStat views.
SDR 146177	You are unable to upgrade the BlackBerry Configuration Database if you turn on database replication.
SDR 133048	If you create a software configuration and assign it to users, the BlackBerry Configuration Database might become corrupted because of a Microsoft® SQL Server® issue.
SDR 132472	In certain circumstances, the BlackBerry Professional Software adds duplicate rows into the ITAdminQueue table.
SDR 95925	In certain circumstances, if a user's information is not successfully recorded in certain rows of the SyncDeviceMgmt table in the BlackBerry Configuration Database, the user's BlackBerry device information is not displayed in the BlackBerry Manager.

BlackBerry Controller

SDR 165274	The BlackBerry Controller might not detect when the timer thread of the BlackBerry Messaging Agent stops responding and therefore might not restart the BlackBerry Messaging Agent.
SDR 155101	In certain circumstances, if you stop and then restart the BlackBerry Controller, the BlackBerry Controller does not start the BlackBerry Messaging Agent. As a result, users cannot send or receive messages.
SDR 137576	The BlackBerry Controller might not restart the BlackBerry Messaging Agent after 2 missed heartbeats.

BlackBerry Dispatcher

SDR 166533	If you restart the BlackBerry Dispatcher with no SRP connection, the dispSysHealthSRPTotalSecNotConnected SNMP object might report an incorrect value.
------------	--

BlackBerry Dispatcher

SDR 159595	If a user activates a BlackBerry device that was previously assigned to a different user, and the BlackBerry Messaging Agent is not able to update the PIN for the new user, the BlackBerry Dispatcher detects a duplicate PIN for both users, and the PIN reverts to the previous user. Workaround Remove the original user from the BlackBerry Professional Software before the new user activates the BlackBerry device.
SDR 158479	If a user is outside a wireless coverage area and then enters a wireless coverage area when there is not an SRP connection, the BlackBerry Dispatcher does not communicate the user's updated coverage status successfully to the BlackBerry Messaging Agent. As a result, the BlackBerry Messaging Agent does not send messages to a BlackBerry device that it considers to be out of coverage.
SDR 144581	The BlackBerry Professional Software might add duplicate device model or device manufacturer entries to the Enterprise Service Policy.

BES Alert Tool

SDR 181271	If the SMTP server becomes unavailable, the BES Alert Tool causes the TCP/IP stack to run out of memory because of the number of queued alerts. As a result, the BlackBerry Professional Software might stop responding.
------------	--

BlackBerry Manager

SDR 180681	If you create URL patterns and assign them to a pull rule, an unknown exception error displays each time you edit the pull rule and click OK.
SDR 167934	If a large number of security certificates are stored in the mailbox on a user's computer (for example, more than 6 MB of certificates), when the security certificates are synchronized to the user's BlackBerry device using the BlackBerry® Desktop Manager, the user account might not start in the BlackBerry Professional Software after the daily restart.
SDR 167355	After an enterprise activation password for a user expires, the BlackBerry Manager displays "Initializing - Activation Password Set" instead of "Initializing - Activation Password Expired".
SDR 166976	If you apply a software configuration that contains multiple .cod files for an application for different versions of BlackBerry® Device Software and a single .alx file for that application, some BlackBerry devices might receive a .cod file that is not compatible with the version of BlackBerry Device Software used by the BlackBerry device.
SDR 164610	If you add a BlackBerry® 8707 smartphone to the BlackBerry Professional Software, in the BlackBerry Manager, the network type for this device type displays as "7" instead of the correct value of "3G".
SDR 163821, SDR 160056	In certain circumstances, the successful installation message from a push application is not received, and the BlackBerry Policy Service queue is not cleared.
SDR 159030	If you create two URL patterns with the same URL and different service names (for example, HTTP for the first and HTTPS for the second), and allow one URL pattern and deny the other URL pattern in the same URL pattern rule, a database error message displays.
SDR 159004	If you try to search for a user using the BlackBerry Manager, the user information is not always displayed correctly in the preview window in the BlackBerry Manager.
SDR 158102	If a user's last name contains an apostrophe, you might not be able to search for that user in the BlackBerry Manager.
SDR 148328	If you try to send applications to a BlackBerry device over the wireless network, and the application delivery fails because the BlackBerry device type is not listed in the device.xml file, you receive no notification about why the application delivery failed.
SDR 147293	To create a software configuration, you must create the following path: <drive>\Program Files\Common Files\Research In Motion\Shared\Applications. To index applications in this location, type loader.exe /index. For more information about how to create a software configuration, see the <i>BlackBerry Professional Software Administration Guide</i> .
SDR 146174	If you clear the PIN range of the Enterprise Service Policy, older BlackBerry devices in your organization might have to activate over the wireless network again.
SDR 145678	If you allow a user to override the Enterprise Service Policy, the field for this setting is blank in the BlackBerry Manager; however, the override setting is successfully applied to the user.
SDR 142746	If you create a new custom IT policy in the BlackBerry Manager, then try to open that IT policy in a remote BlackBerry Manager, an application error displays, and you cannot edit the IT policy.
SDR 142119	If you sort users using the BlackBerry Device Model column, the users might not be sorted correctly.
SDR 139578	If you send the Set Password and Lock Handheld command with a forbidden password, the BlackBerry device does not apply the command, and the password is not enabled on the BlackBerry device.
SDR 138326	In the All Users view in the BlackBerry Manager, if you try to sort users using the phone number column or the serial number column, the BlackBerry Manager might not be able to sort the users correctly if either column contains a blank record.
SDR 137878	A custom activation message that is written to one row in the GlobalSettings table is read from a different row, and the activation message is not sent.
SDR 129760	If you specify only a server name and not a complete path while setting up a software configuration, the BlackBerry Manager might stop responding.

BlackBerry Manager	
SDR 129405	If the connection to the BlackBerry Configuration Database is lost and then restored, the BlackBerry Manager might continue to not respond.
SDR 124825	If you add a user account to the BlackBerry Professional Software, the BlackBerry Manager might retrieve an incorrect email address for that user if the user has multiple SMTP addresses. The BlackBerry Manager might retrieve the first SMTP address for that user in alphabetical order, instead of the primary SMTP address. Workaround Refresh the view in the BlackBerry Manager. The primary SMTP address might display a few hours after you add the user.
SDR 107089	If you create a global or user message filter using the BlackBerry Manager, the BlackBerry Manager might retrieve an incorrect SMTP address for a user account that has multiple SMTP addresses and a primary address that was changed at some point in Microsoft® Active Directory®.
SDR 94099	If you attempt to copy text in the BlackBerry Manager, the Clipboard functions might not work correctly.
SDR 91947	If you turn off message forwarding for a specific user from the BlackBerry Manager, this setting might not be applied to the user's BlackBerry device.
SDR 87023	If a user forgets the password for a BlackBerry device that has content protection turned on, when you reset the user's password remotely, the content-protected BlackBerry device prompts the user to type the BlackBerry device password that the user has forgotten before the user can type the new password. This occurs because content protection uses the password to encrypt the content protection key. Workaround Use the Erase Data and Disable Device task in the BlackBerry Manager to remotely erase all user information and application data on the BlackBerry device, allowing the user to set a new password.
BlackBerry Messaging Agent	
SDR 184848	If a user has Microsoft® Outlook® 2007 installed and configured in cached mode, the user's BlackBerry device shows the Received icon for all sent items.
SDR 179365	In certain circumstances, if a user deletes a folder that is configured for message redirection, the BlackBerry Messaging Agent might stop responding.
SDR 178403	If you assign a folder ID to a message folder that is monitored by the BlackBerry Professional Software, the folder is synchronized to the user's BlackBerry device, but if the user files messages in this folder on the BlackBerry device, the messages are not synchronized to the email application on the user's computer.
SDR 174787, SDR 174554	If a message has more than 32 recipients in the To or Cc field, the field is truncated when the message is received on a user's BlackBerry device. As a result, the recipient's name might not be listed in the To or Cc field.
SDR 171688	When the BlackBerry Professional Software starts, if a user account fails to start because of MAPI errors, a large number of worker threads might be created.
SDR 171235	If a user's messaging account is on a Microsoft Exchange 2007 server, the user might receive an error when trying to send a message with a vCard attachment from the BlackBerry device, and the message is not delivered successfully.
SDR 164270	If you change a user's primary SMTP address using the Exchange Management Console in Microsoft Exchange 2007, the mail attributes for the user might not update successfully in the BlackBerry Professional Software. As a result, the BlackBerry Professional Software might continually restart the user. Workaround Manually change the user's email addresses using Microsoft Active Directory.
SDR 162722	In certain circumstances, Microsoft Outlook 2007 displays an old out-of-office message rather than the message that was updated on the BlackBerry device.
SDR 161796	If a user's BlackBerry device is outside a wireless coverage area and more than 5 messages are pending delivery for that user, the filter total for the user and for the BlackBerry Professional Software increases if any pending messages after the first 5 are deleted from the user's email application before they are delivered to the user's BlackBerry device.
SDR 157690	In a Microsoft Exchange 2007 environment, in certain circumstances, a message is sent to the BlackBerry device with a reference ID of 0 instead of a unique ID.
SDR 154989	A property change in Microsoft Exchange 2007 might result in problems with responding to or forwarding messages.
SDR 131677	If the body of a clear text signed email message contains a leading space, the body of the message does not display on a BlackBerry device that does not have S/MIME support enabled.
SDR 130975	If a message is hard-deleted from Microsoft Outlook, and the message was previously read and saved on the BlackBerry device, the message status changes to unread on the BlackBerry device.
BlackBerry Policy Service	
SDR 176628	If you apply an IT policy to user accounts that contain a custom IT policy rule for a third-party application and you have configured settings in the Service Exclusivity policy group to False, the settings from the Service Exclusivity policy group are not applied to users' BlackBerry devices.

BlackBerry Policy Service

SDR 171638	In certain circumstances, the BlackBerry Policy Service sends the Update Service Data command to a BlackBerry device after it sends the Switch Service command to the BlackBerry device. As a result, the BlackBerry device might receive incorrect SRP information.
SDR 139130	In certain circumstances, if you restart the BlackBerry Policy Service or resend service books to BlackBerry devices, certain user accounts might not be able to send or receive data because they receive duplicate or idle IT policies that contain old data. Workaround Resend the appropriate IT policies or service books to the affected users.
SDR 137620	If you perform an interactive software load and copy software to the PackageCache folder, the BlackBerry Policy Server might stop responding when it tries to poll for missing applications.
SDR 134056	The method for re-key processing groups multiple users together instead of distributing the re-key events evenly. This might result in increased activity on the BlackBerry Policy Service and database access issues.

BlackBerry Synchronization Service

SDR 149986	The BlackBerry Synchronization Service does not verify that the m_LastThreadActivity is not null. If the m_LastThreadActivity is null, the BlackBerry Synchronization Service might stop responding.
------------	--

Logging

SDR 178356	If the BlackBerry Professional Software tries to file a message to a folder ID that does not exist, an error condition is not returned to the user's BlackBerry device, and no information about the error is written to the BlackBerry Messaging Agent log file.
SDR 158250, SDR 44322	You cannot turn on extended logging for the BlackBerry Attachment Service using the BlackBerry Configuration Panel.
SDR 154695	When the DeviceUserState check occurs, a "No request sent to server" error is written to the device management connector log files for each record that is associated with a user that is not enabled for the database. These records are not deleted or skipped the next time the DeviceUserState check occurs (scheduled for every 30 minutes). As a result, the same errors are written to the device management connector log files.
SDR 154690	In certain circumstances, a "Failed to LoadXML" error message is written repeatedly to the device management connector log files for multiple users.
SDR 153791	If the EnableExceptionStackTrace registry key is enabled, first chance exceptions are logged and might be recognized as an uncaught exception by the monitoring software used in your environment.
SDR 151330	In certain circumstances, BlackBerry Professional Software components do not create a new daily log file after midnight on the previous day. The previous day's log files remain locked, and new log files for the current day are not created until the BlackBerry Professional Software component is restarted.
SDR 126590	If you disable a user account in Microsoft Active Directory and remove the user's mailbox from Microsoft® Exchange, then hard-delete the user using the BlackBerry User Administration Tool, the BES Alert Tool writes many foreign key constraint errors to the BES Alert Tool log file.
SDR 61188	The "PollForMissingApps failed" error is written to the BlackBerry Policy Service log file after the log information for all users in the BlackBerry Professional Software is written to the log file. This log line might be confusing because the information that precedes it does not give more details.

Microsoft Outlook Web Access

SDR 159354	The BlackBerry Professional Software setup application installs Microsoft .NET Framework 1.1, which is a 32-bit application. This can overwrite an existing installation of Microsoft® .NET Framework 2.0, which is a 64-bit application. In an environment that includes Microsoft Exchange 2007 running on a 64-bit computer, Microsoft Outlook Web Access 2007 requires Microsoft .NET Framework 2.0. As a result, users might receive a Service Unavailable message when they try to use Microsoft Outlook Web Access 2007. Workaround Restore Microsoft .NET Framework 2.0. For more information, visit www.blackberry.com/support to read article KB15040.
------------	---

Setup application

SDR 168917	If the Recursive Trigger Enabled option is set to True for the BlackBerry Configuration Database, the BlackBerry MDS Connection Service does not start after you install the BlackBerry Professional Software, and if you start the BlackBerry MDS Connection Service manually, it stops after a short time.
------------	--

Setup application	
SDR 155854	In certain circumstances, if you migrate to the BlackBerry Professional Software from BlackBerry Enterprise Server for Microsoft Exchange version 4.1 SP4 or from BlackBerry Enterprise Server Express version 4.1 SP4, the BlackBerry Dispatcher and the BlackBerry Router do not install correctly. Workaround - Perform one of the following actions: - Uninstall the BlackBerry Enterprise Server software, and then install the BlackBerry Professional Software. - OR - Uninstall and then reinstall the BlackBerry Professional Software. - During the installation process, at the Database Setting step, specify the following information: - In the Database Location section, specify whether the existing BlackBerry Configuration Database is installed on the same computer as the BlackBerry Professional Software (local) or on a different host computer (remote). - In the Database Information section, type the Microsoft SQL Server name, which can be either the computer (NetBIOS) name or the IP address of the computer that hosts the BlackBerry Configuration Database. - Type the Database name of the existing BlackBerry Configuration Database. (The default name is BESMgmt.) - In the Database Authentication section, select the type of authentication currently used to connect to the BlackBerry Configuration Database. For more information, visit www.blackberry.com/support to read article KB14842.
SDR 145397	When installing the BlackBerry Professional Software on a 64-bit computer, the setup application cannot verify the Microsoft Exchange 2007 permissions for the BlackBerry Professional Software administration account.
SDR 143787	If you upgrade the BlackBerry Professional Software and you have Microsoft SQL Server 2005 or Microsoft SQL Server 2005 Express Edition installed locally, the setup application might stop responding during the server configuration part of the upgrade.
Wireless calendar synchronization	
SDR 183222	In certain circumstances, duplicate calendar entries appear in Microsoft® Outlook®.
SDR 176756	In certain circumstances, duplicate calendar items might appear in Microsoft Outlook after users accept meeting invitations from their BlackBerry devices.
SDR 172273	In Microsoft Outlook, if a user forwards a calendar appointment that has been updated, all attendees are listed in the To field, and "FW:" is not included in the To field.
SDR 166093	In certain circumstances, after an organizer updates a meeting that a user accepted, the status for the meeting does not change back to Invited in Microsoft Outlook or on the user's BlackBerry device.
SDR 161011	The BlackBerry Professional Software might take longer than expected to synchronize a user's calendar and address information if the BlackBerry Professional Software cannot synchronize a particular folder.
SDR 158481	If a user deletes a calendar event while outside a wireless coverage area and the send queue is full, the deleted calendar event might not be synchronized correctly to the BlackBerry device when the user enters a wireless coverage area.
SDR 155980	In a Microsoft Exchange 2007 SP1 environment, in certain circumstances, when an invitee responds to a meeting invitation from the BlackBerry device, the meeting organizer receives the reply only in the Microsoft Outlook client, and not on the BlackBerry device.
SDR 145750	In certain circumstances, recurring appointments are correctly removed from the email application on a user's computer but remain on the user's BlackBerry device with "Canceled" in the subject line.
SDR 145481	If you do not set the same first day of the week in the email application on a user's computer and on the user's BlackBerry device, recurring calendar appointments might not synchronize correctly.
SDR 144896	In certain circumstances, if an organizer sends an invitation for a recurring meeting from Microsoft® Outlook® to both BlackBerry devices users and users without BlackBerry devices, and then updates an instance of the meeting using the BlackBerry device, users without BlackBerry devices cannot accept the update.
SDR 144817	In certain circumstances, an invitee's status is not reset on either the BlackBerry device or in Microsoft Outlook when the meeting organizer sends a meeting update from Microsoft Outlook.
SDR 143503	If the BlackBerry Professional Software takes more than 10 minutes to respond to a request for wireless calendar synchronization, the BlackBerry device cancels the synchronization request.
SDR 136801	If a user sends a meeting invitation from the BlackBerry device and a recipient has an unknown value for the PR_EMAIL_ADDRESS, PR_ENTRY_ID, or PR_ADDRTYPE property, an exception is thrown.
SDR 133046	If a user creates a recurring meeting using Microsoft® Outlook® Web Access and then updates the meeting's start time or date from the BlackBerry device, the recurring meeting is not updated successfully in Microsoft Outlook Web Access.
Wireless organizer data synchronization	
SDR 188496	By default, the BlackBerry Professional Software polls the SynchBackupRestore table for user state changes every 20 minutes.

